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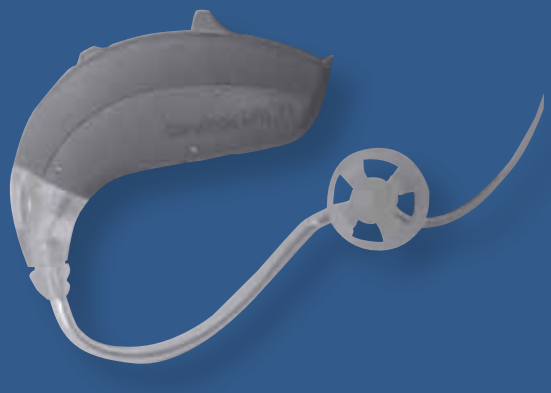
How to use your Hearing Aid

Standard
Hearing Aid



Open Fit
Hearing Aid

How to use your Hearing Aid

Photography: Simon Unwin

The Welsh Assembly Government would like to thank Simon Unwin for his assistance in the production of this leaflet.

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Your new hearing aid

Congratulations on getting a hearing aid, the first step towards better hearing[1].

There is no doubt that, with practice, it will make a real difference to your quality of life[2].

Please take the time to read this guide as it will help you get the best out of your new hearing aid. It will remind you of what your audiologist explained at your fitting appointment, and it also contains extra information about how to use and look after your aid.

You will also find things you can do to make it easier to understand what other people are saying, and contact information for some useful organisations.

If you have any difficulties that are not solved by this guide, your local audiology service is there to help you.

Private dispensers

If you have bought hearing aids privately from a registered hearing aid dispenser, this does not prevent you from getting hearing aids free of charge through the NHS. The two services are quite separate.

The NHS cannot help you to pay for private purchase of hearing aids, and cannot provide repairs for a private hearing aid.

What does the NHS provide?

Your hearing aid is provided free on loan. It is yours for as long as you need it, but it remains the property of the NHS.

All the batteries for your hearing aid will be supplied to you free of charge. Your audiologist will explain how to get new batteries when you need them. You may be given a service book for your hearing aid, in which the audiology service staff will note down any changes they make to the aid, when you are given batteries and so forth. You should always bring the book with you when you come to the service for anything to do with your hearing aid.

Please look after your hearing aid. Your hearing aid centre will repair or replace it free of charge if it goes wrong. However, there may be a charge if it is damaged through misuse. Your local department will tell you about their arrangements for repairs.

[1]Many people have two hearing aids, one in each ear.
[2]Your audiology service may also be called an audiology department, hearing aid clinic, hearing aid department or hearing aid centre.

How a hearing aid can help

What you can expect

Hearing aids cannot give you perfect hearing, but they should help you to hear everyday sounds like the doorbell, the telephone ringing and the kettle boiling.

They should also help you to follow what people are saying, so that conversation becomes much easier and more relaxed. You will probably find that it is helpful to watch people's faces at the same time.

In noisy places like high streets, pubs and restaurants, you may still find it difficult to follow what people are saying. Most hearing aids are designed to reduce certain kinds of background noises, such as the rumble of traffic or the whir of a fan. This makes listening more comfortable, but you may still struggle to pick out one voice from the general chatter. Wearing an aid in both ears may help you to focus better on what you want to listen to.

How do you know your hearing aid is right for you?

Hearing aids can be described as either analogue or digital, depending on the technology they use to process sound. Almost all modern hearing aids are digital. Your digital hearing aid has been programmed to suit you and to give you the best results.

You need to take time to get used to wearing a hearing aid and become accustomed to the sound of it. If, after a few months, you feel that it is not helping you to hear what you want to in your everyday life, then you should go back to your audiologist. They may be able to adjust it to suit you better.

Your hearing aid should never make sounds uncomfortably loud for you. If it does, you should ask your audiologist to adjust it.

Your hearing may seem 'dull' when you take your aid off, but that is just because you have become used to hearing much better with it. Using a hearing aid won't make your hearing worse.

Getting used to your hearing aid

If you have not worn an aid before, allow yourself sufficient time to get used to it. Make sure you know how the controls work. Practise putting it in and taking it out. This may seem very awkward at first, but most people can do this without thinking within a week or so. If necessary, your audiologist can show you again how to do it.

Take time to get used to the sound of the hearing aid. It will allow you to hear sounds that you may not have heard for a long time, but they are unlikely to sound completely natural. For instance, people often find that their own voice appears particularly strange. Don't worry about this to begin with, but if you have not become accustomed to your own voice within a couple of weeks, you should tell your audiologist. Remember that

your brain has become used to not hearing many sounds, and will take time to adjust to the new situation.

Build up your use of the hearing aid gradually. Start by listening to easier sounds, such as the news on the television. Don't try to use it in difficult listening situations, such as outside or in noisy places, until you are really used to the sound of it. It is also important to allow your ear to get used to wearing the earmould. If you use your hearing aid all day every day straight away, you can make your ear uncomfortable. It is best to build up gently, starting with half an hour a day and increasing to all day after a few weeks. Remember to switch off your aid when you take it out.

One hearing aid or two?

If your hearing is reduced on both sides, you may be offered a hearing aid for each ear. Many people find they can hear better with two aids and that it helps them to tell where sounds are coming from. It can also make it easier to hear in noisy places. If you have two hearing aids they will be marked so you can tell them apart: red for right and blue for left.

Some common problems

When you are new to your hearing aid, a number of things can happen to make you think there is something seriously wrong. For example, your hearing aid might suddenly stop working if there is condensation in the tube. If you think something is wrong with your hearing aid, please see the guide on pages 15-16.

Listening tactics

Even with the best hearing aid, some situations may still be very difficult. Here are a number of things you can do to make it easier to understand what people are saying:

- try telling others about your hearing loss and how they can help you to follow what they are saying. Ask them to speak clearly, but not to shout;
- be clear about your communication needs from the start. This will make the conversation easier for the other person too;
- face the person speaking and ask them to face you;
- 3–6 feet is the ideal distance from the person speaking. Your hearing aid has only a small microphone, so the closer you are to the sound you are listening to, the better;
- to see their expression clearly, try to make sure that the light is falling on their face;
- don't be afraid to ask people to repeat or rephrase what they said. If you don't, hoping to pick up the sense later, you may lose track of the conversation altogether;
- make use of what you can see as well as what you can hear. Gestures, facial expression and mouth movements can give you helpful clues to the meaning of what someone is saying;
- if necessary, ask the speaker to slow down and remind them to face you and speak clearly;

- encourage people to make a point of letting you know when they are introducing a new topic of conversation – and what the subject is;
- it may be helpful to use questions with yes/no answers to confirm information (e.g. 'Did you say four o'clock?' rather than 'Did you say four o'clock or five o'clock?');
- try to keep calm, and don't panic; and
- thank other people if they are helpful.

Earmoulds

The earmould is a vital part of the hearing aid system. It not only holds your hearing aid in place, but it channels sound from the aid into your ear and can affect the quality of what you hear. Sometimes earmoulds can be modified to help you hear better, depending on your hearing loss.

Comfort

An earmould that doesn't fit well or is difficult to put in place properly will not only be uncomfortable, but will make your hearing aid less effective, and may make it 'squeal', 'whistle' or sometimes 'buzz'. This happens if amplified sound leaks back out of your ear past the earmould and gets picked up by the hearing aid microphone. It is technically known as 'acoustic feedback'. Earmoulds should fit very snugly but comfortably – even when you are eating!

If your earmould hurts you or if you find it very difficult to put in or keep in place, go back to your audiologist. They are able to modify your earmould or guide you on how to put it in with more success. Sometimes they may need to make you a new one.

If you continue to suffer discomfort even when your earmould is fitting properly, it is possible to have one made in special materials that are much less likely to irritate or inflame your ears. Ask your audiologist about this.

Customised earmoulds

If you would like to make a feature of your earmoulds, you can get them made in bold colours or studded with glitter or finished with a logo of your choice. You can also get coloured tubing to match. These options are usually only available to children on the NHS.

Hearing aids without an earmould

There is an alternative way of fitting hearing aids that does not involve an earmould. This is called an 'open ear fitting' and uses a smaller, soft earpiece at the tip of the tubing connecting to the hearing aid instead of an earmould. These fittings are less visible than earmoulds but are only suitable if your hearing loss is not severe. They give you a very natural sound.

Putting in your hearing aid

If your hearing aid has an earmould it will look like this:

It is important to get the earmould in your ear properly. Your audiologist should show you how to do this and practise with you in the clinic, but it will take more practice at home before you are an expert.

You may find it helpful to use a mirror when practising, but not everyone finds this to be the case.

If your hearing aid doesn't have an earmould, see page 12.

1
Hold the earmould at the back with your finger and thumb. Pull it back past your ear.

2
Put the bit that goes down the ear canal into position.

3
Then put in place the bit that goes into the crease at the top of the ear.

Your audiologist may have practised a slightly different method with you, but whatever the method, the important thing is to end up as shown in picture 5.

Picture 6 shows an earmould that is not in properly. This will make your ear sore and may cause feedback (a whistling or buzzing noise). Check it in the mirror or feel up to the top part of your ear. If you can feel the point, the earmould isn't in properly.

In picture 6 the top part of the earmould is not properly tucked into the crease at the top of the ear. This is incorrect.

If you have two hearing aids, or sometimes even if you only have one, they are often colour coded to make sure you put the aid in the correct ear. This is always RED for the RIGHT ear, and BLUE for the LEFT ear.

If your earmould is in properly, but it is still making your ear sore, tell your audiology service. They may be able to make the mould more comfortable.

If your earmould is in properly, but you are still getting feedback, please see the guide on page 15.

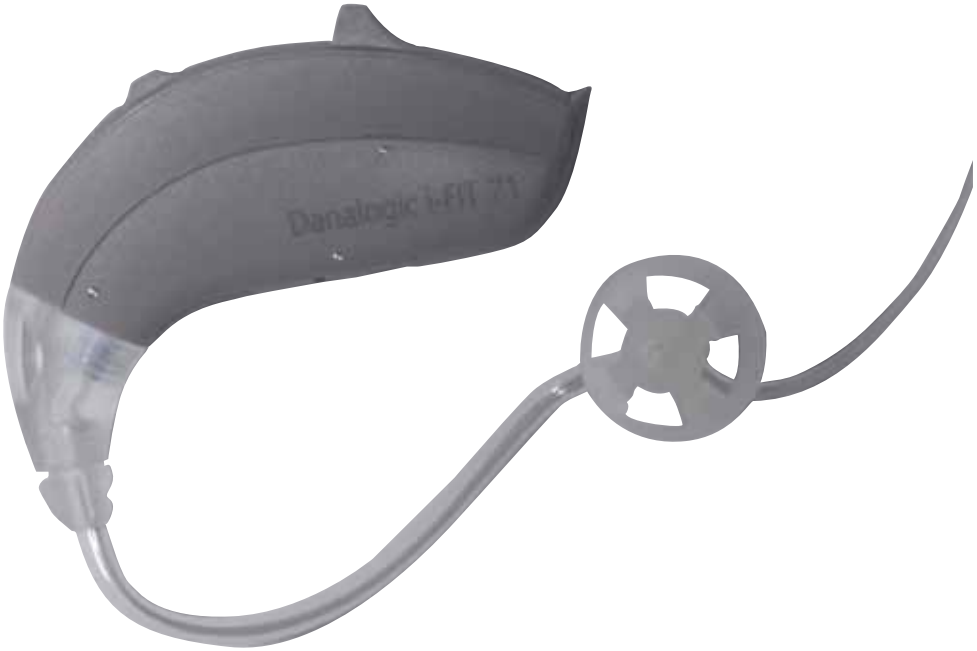
4
Use your other hand to pull down your ear lobe. Push your earmould firmly in.

5
Correctly fitted aid.

6
Incorrectly fitted aid.

Putting in your open fit aid

An open fit hearing aid comprises the hearing aid, tubing, soft tip and tail.



1

To fit in your ear: Hold the hearing aid behind your ear with the soft tip facing towards your head.

2
Place the sift tip in the ear with the tail facing backwards.

3
Fold the tail backwards into the bowl of the ear.

4
Correctly fitting aid.

Controlling your hearing aid

Controls

These days, hearing aid controls vary a great deal. Refer to the instructions that came with your specific model when practising with your aid. However, most hearing aids have some common features.

Your hearing aid will need to be switched off when you are not using it. If you have a switch marked O-T-M, 'O' stands for Off. On most models, you use the battery compartment to turn the hearing aid off. Your audiologist will show you how to do this.

Many hearing aids have a volume control. Usually this is a wheel, but it can be a little lever. All volume controls need to be pushed up to make the hearing aid louder and down to make it quieter. Some hearing aids adjust their own volume automatically, depending on how loud sounds are. You do not need to adjust these.

Directional microphones

Hearing aids with directional microphones help you to focus on sounds coming from the side or behind. They can be particularly helpful when there is a lot of background noise. It's best if you switch between directional and 'all round' sound in different situations.

Some hearing aids have other features, such as a button to change to different settings (or programmes) for different listening situations. Please refer to your own hearing aid's instruction manual for details of any special features.

The 'T' setting

Most NHS hearing aids have a 'T' setting for 'telecoil'. When you set your aid to 'T', this allows you to use special listening equipment, such as an 'induction loop' or a telephone described as 'hearing aid compatible'. If your hearing aid has an O-T-M switch, most of the time you will switch to 'M' to pick up sounds through the hearing aid microphone. But you need to switch to 'T' to use a loop or 'hearing aid compatible' telephone. Other models have a button that you press for the T setting. When there is no loop, if you put your hearing aid on the T setting by mistake, you will probably hear a buzzing or humming noise, but you will not pick up anything else.

Induction loops

These enable hearing aid users to pick up sound more clearly at a distance or across a counter window by using the 'T' setting. A loop system transfers sound direct to the hearing aid, reducing most background noise. You will find induction loops in many theatres, conference halls, booking offices, and at bank counters. You can also have an induction loop fitted at home, for listening to TV and audio equipment, for example.

Induction loop symbol

Induction loop symbol

Telephone

Some telephones – described as 'hearing aid compatible' – have small induction loops built into them. To find where the sound is best, you will need to switch to the 'T' setting and to hold the telephone earpiece in slightly different positions near your hearing aid.

If your telephone is not 'hearing aid compatible', do not use the 'T' setting. Instead hold the telephone earpiece near the microphone on your aid. Your audiologist can show you how to do this.

If your hearing loss is fairly mild, you may hear better on the telephone without your hearing aid. It may take practice to find out what works best for you.

Adjusting hearing aids in both ears

If you have two hearing aids, the aim for most people is to create a balanced sound, so that if someone is speaking from in front of you, they cannot be heard more in one ear than the other. Your audiologist should help you to get a balanced sound when you are first fitted, but you may need to adjust the volume on the hearing aids (if you have a volume control) at home to keep the sound balanced.

Common problems

If the hearing aid doesn't seem to be working:

- check that you have not switched it to the 'T' setting by accident;
- if your hearing aid has a volume control, check that this is not turned right down. If it is, adjust it to the correct level;
- if your hearing aid has a programme button/switch it may be on the wrong programme or may be muted. Your audiologist should have shown you how to use this control;
- check that the battery is the right way round;
- try putting in a new battery;
- take your hearing aid out and check that the earmould is not blocked with wax;
- if it is a behind-the-ear hearing aid, check that the tubing is not twisted, squashed or split;
- check whether there are droplets of condensation in the tubing. If there are, gently pull the soft tubing off the hooked part of the aid and blow down the tubing to remove the droplets.

If you have checked everything but your hearing aid is still not working, take it to the hearing aid centre to see if it needs to be repaired.

If the hearing aid is whistling, squealing, sizzling or buzzing:

- this could be 'feedback', which happens when sound from your hearing aid leaks out and gets picked up by its microphone;
- you may not have put the earmould in properly – push it gently to check;
- you may have excess wax in your ears – ask your GP to check your ears;
- if your hearing aid has a volume control, check whether the volume is too high;
- if your aid is buzzing, check whether you have switched to the 'T' setting by accident.

You may need to ask your audiology service for help if:

- your earmould has cracked, or does not fit snugly enough;
- the hooked part of the hearing aid has cracked or come loose; and/or
- the tubing has split, and you are not able to replace this yourself (see page 22).

If none of this solves the problem, take the aid back to your audiology service.

Care and maintenance

Batteries

Your audiologist will tell you how to get new batteries.

New batteries are supplied free of charge by the audiology service. Your hearing aid will use a particular type of battery and this information will be written down in your hearing aid service book. How long they last will depend on what type of hearing aid you have and how much of the time you use it.

Make sure that you:

- Don't leave the battery in a hearing aid that you are not using regularly, as it might damage the aid.
- Keep the batteries clean and dry and away from extreme heat or cold.
- Return your used batteries when you get new ones.
- Never throw old batteries into a fire (they may explode).
- Don't leave batteries where small children can reach them. If anyone swallows a battery, it is important to contact their GP. Always carry some spare batteries with you in order not to be caught out if the battery in your hearing aid suddenly dies. If you are attending an important function and are worried about your battery running out half way through, change the battery beforehand.

Changing the battery

All NHS digital hearing aids give a warning signal (bleeping sound) when the battery is low. If you find that the sound from your hearing aid gets fainter or disappears, or if the sound becomes crackly or fuzzy, change the battery to see if this helps.

When you change the battery, remember to remove the sticky tab from the fresh one (if it has a tab) and make sure that it goes in the battery compartment the right way round (match the '+' on the battery with the '+' on the battery compartment). If the battery compartment sticks when you try to close it, don't force it – the battery is probably the wrong way round and you need to check.

When you have put the new battery in, check that your hearing aid is working properly.

Cleaning the hearing aid

Clean the hearing aid by wiping it carefully with a soft, dry cloth or tissue. Take care not to get it wet. If you have an in-the-ear type, you will be given instructions and a special tool for keeping it free of wax.

Cleaning the earmould

Earmoulds should be wiped clean every night with a soft, dry cloth or tissue. Don't use any chemicals as these can damage it. Use a pin or similar item to remove any wax or debris that has got into the channel that goes through the earmould.

At least once a week - and preferably more often - the earmould should be separated from the hearing aid and washed. However, you should check this with your audiologist first.

Follow these instructions:

1

Gently pull the soft tubing off the hooked part of the aid by holding on to the tubing and the hook of the aid and tugging gently. Don't pull it out of the earmould as you won't get it back in again.

1

2

Wash the earmould (with its tubing still in place) in warm, soapy water. Use a nailbrush to remove any wax. Rinse it well, blow down the tubing to get the water out and leave it to dry overnight. Then push the tubing back onto the hearing aid.

2

3

This picture shows the hooked part of the aid put back the wrong way round. Make sure that the curve of the earmould goes the same way as the curve of your hearing aid.

3

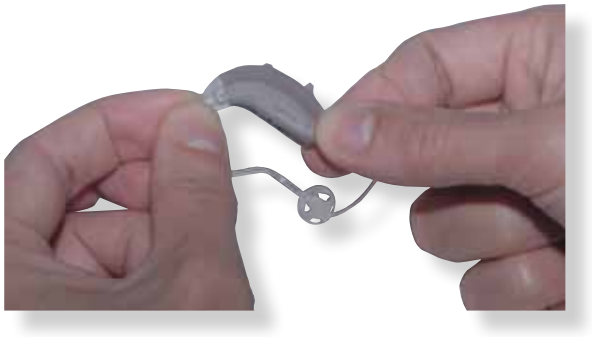
If you have two hearing aids – one for each ear – make sure that you don't lose track of which earmould goes with which aid.

These are some general tips, but you should also read any printed instructions you may have been given on how to look after your particular model of hearing aid.

If you don't have an earmould, this is how to clean your open fit tubing:

Follow these instructions:

1
Gently pull the hearing aid and the tubing apart.

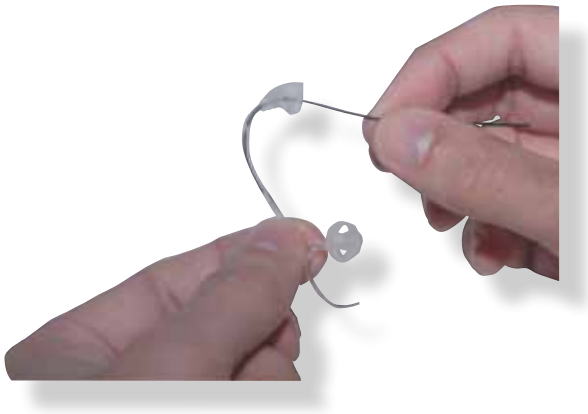


1

2
You will need a tool that looks like this.

2

3
Insert the cleaning tool into the tubing.



3

4
The tool needs to go all the way through the tubing.

4

Re-tubing the earmould (behind-the-ear hearing aids)

You will need to change the tubing when it begins to harden and discolour, or if it splits. Ask your audiologist to show you how – or you can take it to a hearing aid repair session run by your audiology service. Although most people have the same type of tubing, there are a few different types. Ask your audiologist if your tubing is regular or not.

Follow these instructions:

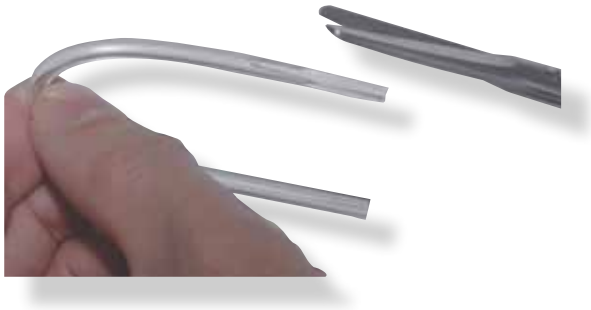
1
Pull the old tubing out of the earmould. Do not throw the old tubing away as you will need it later.

1

2
Cut the last 5cm (2 inches) of a pre-bent piece of tubing. Make sure you cut at a slant.

2

3
You should be left with a tapered end to the tubing.



3

4
This tapered end needs to be pushed into the earmould.

4

5
Thread the tubing through the earmould.

5

6
All the tapered section should have come through the other side.

6

7
Pull the tube until the bend reaches the earmould.

7

8
Cut the tapered tubing as close as possible to the earmould. Any tube sticking out could rub your ear and make it sore.

8

9
Take the old piece of tubing you saved and line it up with the newly threaded tube.

9

10
Cut the end to the same length.

10

11
Push the end of the tubing onto the plastic nozzle on your hearing aid.

11

12
Make sure that it bends in the right direction, as shown in the picture.

12

Local hearing aid services

When you are fitted with your hearing aid, your audiology service will give you information about clinic times and local services. Make sure that you keep this information in a safe place, as you may need to refer to it in the future.

New batteries

If you take your brown service book, your audiology service should supply new batteries without the need for an appointment. Most centres are open from 9.00 am to 5.00 pm for issue of batteries, although they may be closed at lunch time.

Batteries are often also made available at local health centres, to make it easier for you to get them. Your local audiology service will be able to advise you of the nearest place to get batteries. You do not need to go in person. Someone else can get them for you, as long as they have your record book.

Repairs

If your hearing aid is faulty or uncomfortable, and you cannot solve the problem (see pages 15-16), it should be taken to your audiology service. Most services have some open repair clinics. At certain times, you can go without an appointment, when it is simply a case of first come first served. This service may also be available at your local health centre. Your audiology service will advise you of their repair times. Some services use an appointment system for repairs. In this case, you will need to contact them, and they will then give you a specific time slot.

Many simple problems can be solved at the repair clinics. However, sometimes the audiologist will have to give you a longer appointment, to come back at a later date.

Other assistance

If you have difficulty getting to the audiology service, they should be able to organise transport for you. If you are housebound, most services will be able to arrange a home visit. Your audiology service will be able to tell you about your local arrangements.

Unused hearing aids

If you do not use your hearing aid, no longer need it, or are leaving the country for an extended period, please return it to your audiology service telling them why. It is valuable NHS property and can be reconditioned and reused.

Hearing therapy services

At many audiology services you may be able to see a hearing therapist. They provide a comprehensive rehabilitation service for patients who are hard of hearing or deafened. They will ask you about difficulties with hearing and communication that you may be experiencing at home, at work and socially. They will plan with you some helpful steps to improve the situation.

They may offer you:

- an explanation of what may be causing your hearing problems;
- counselling and advice – for you and your family;
- support if you have had a sudden loss of hearing;
- help to make the most of what you can hear;
- help and advice on adjusting to hearing aids and getting the best from them;
- communication tactics and ways to improve lipreading;
- help in minimising the distressing effects of tinnitus;
- information about useful equipment for the home or work;
- help if you also have balance problems; and
- help if you also have sight problems.

Other ear problems

Tinnitus

Tinnitus is a medical term for any noise which people hear either in one ear, both ears or in their head. These sounds do not come from outside the head, although they may occasionally sound as if they do. You may hear a ringing, buzzing, whistling or rushing noise. Tinnitus is quite common and can develop at any age. There are many different causes of it and they are rarely linked to anything serious. Although tinnitus can be distressing if it goes on constantly, people usually learn to minimise its disruptive effects quite successfully. If you have tinnitus and would like help with it, let your GP or audiology service know.

You may find that wearing your hearing aid stops your tinnitus from being so bothersome by bringing in extra sounds that help distract your brain from it. Straining to hear can make tinnitus more noticeable. Your hearing aid may help because it reduces the need to strain. However, not everyone finds that hearing aids help their tinnitus.

For more information and support, contact RNID (see page 28).

Balance

Some people have problems with their balance. We can all feel dizzy at some point in our lives but if you have balance problems or are concerned about your balance, you should talk to your GP or audiology service and they will advise you as to the best course of action.

Many different medical conditions, including inner ear disorders, can give rise to symptoms of dizziness and unsteadiness. These can sometimes be very unpleasant, but the causes are rarely serious. You should always seek medical advice and bear in mind that balance problems can often be helped by simple treatments.

Other equipment

A hearing aid can help you to hear many things in and around the house, but even with its help you may find that you have some remaining problems.

If you have difficulty hearing such things as alarm clocks, telephones ringing, doorbells, babies crying, or smoke alarms, for example, you can get alerting devices that have been designed to help. These use flashing lights, pagers or vibrating pads to draw your attention to sounds.

If you find it hard to listen to the television or to hear voices on the telephone, other equipment is available to help.

The equipment may be available through your social services department or organisation(s) providing services on their behalf) or can be bought.
(See page 30 for information about RNID Products).

Useful Contacts

RNID is the largest voluntary organisation in the UK concerned with all aspects of deafness. They provide a range of services including freephone helplines, interpreting, training, assistive devices, and residential care. They also provide a range of leaflets on all aspects of deafness which may be available at your audiology service.

Head Office

19–23 Featherstone Street
London EC1Y 8SL
Freephone Information Line:
Telephone: 0808 808 0123
Textphone: 0808 808 9000
Fax: 020 7296 8199
E-mail: informationline@rnid.org.uk
Website: www.rnid.org

RNID Cymru

16 Cathedral Road,
Cardiff, South Wales
CF11 9LJ
Telephone: 029 2033 3034
Textphone: 029 2033 3036
Fax: 029 2033 3035
Email: rnidcymru@rnid.org.uk

RNID Cymru

13a Llys Onnen,
Ffordd Llyn, Parc Menai,
Bangor, Gwynedd
North Wales LL57 4DF
Telephone: 01248 614 420
Textphone: 01248 614 421
Fax: 01248 614 422

RNID Products

RNID supplies a full range of assistive devices to individuals and through many social services departments. Products include listening devices for television and conversation; alerting devices, such as flashing doorbells, smoke detectors and alarm clocks; and textphones and amplified voice phones.
Telephone: 01733 361199
Textphone: 01733 238020
Fax: 01733 361161
Email: solutions@rnid.org.uk
Website: www.rnid.org.uk/shop

Association of Teachers of Lip-reading to Adults (ATLA)

The ATLA can provide information about local lip-reading classes. These details may also be obtainable from your local auidology department.

c/o Hearing Concern Link
19 Hartfield Road
Eastbourne
East Sussex
BN21 2AR
E-mail: ATLA@lipreading.org.uk
Website: www.lipreading.org.uk

British Deaf Association (BDA)

The BDA provides help and support to deaf people, with particular focus on sign-language users. They can provide information on a range of subjects such as welfare benefits, education and the Disability Discrimination Act (DDA).

UK Head Office
10th Floor
Coventry Point
Market Way
Coventry CV1 1EA
Telephone: 02476 550936
Textphone: 02476 550393
Fax: 02476221541
E-mail: bda@bda.org.uk
Website: www.bda.org.uk

British Deaf Association Wales

47 Newport Road
Cardiff CF24 OAD
Textphone: 0845 1302853
Telephone: 0845 1302852
Fax: 0845 1302852

British Tinnitus Association

This national charity supports local self-help groups and takes an interest in research.

Ground Floor, Unit 5, Acorn Business Park,
Woodseats Close, Sheffield, S8 0TB
Freephone (UK): 0800 018 0527
E-mail: info@tinnitus.org.uk
Website: www.tinnitus.org.uk

DeafBlind UK

Deafblind UK is a national charity offering specialist services and human support to deafblind people and those who have progressive sight and hearing loss acquired throughout their lives.

John and Lucille van Geest Place
Cygnet Road, Hampton
Peterborough PE7 8FD
Helpline / Textphone: 0800 132320 (24 hours)
Website: www.deafblind.org.uk

Hearing Concern Link

Hearing Concern is a newly united charity dedicated to providing support and information to people with a hearing loss and their families (formally Hearing Concern and the LINK Centre for Deafened People).

4th floor, 275-281 King Street
London W6 9LZ
Telephone: 0300 111 1113
Fax: 01323 471260
E-mail: info@hearingconcernlink.org.
Website: www.hearingconcernlink.org.uk

Hearing Dogs for Deaf People

The Grange, Wycombe Road,
Saunderton, Princes Risborough, Buckingmhamshire
HP27 9NS
Telephone / Textphone: 01844 348 100
Fax: 01844 348 101
E-mail: info@hearingdogs.org.uk

National Deaf Children's Society

The NDCS aims to encourage, help and advise parents of deaf children and ensure that deaf children receive the maximum benefits from medical technology and educational techniques.

Head Office
15 Dufferin Street, London, EC1Y 8UR
Telephone: 020 7490 8656
Minicom: 020 7490 8656
Fax: 020 7251 5020
Freephone helpline: 0808 800 8880
(voice and text)
E-mail: ndcs@ndcs.org.uk
Website: www.ndcs.org.uk

NDCS Wales
4 Cathedral Road
Cardiff CF11 9LJ
Telephone: 029 2037 3474
Textphone: 029 2038 4277
Fax: 029 2037 9800
E-mail: ndcswales@ndcs.org.uk

Sense
Sense is the National voluntary organisation that works with and campaigns for children and adults who are both deaf and blind; providing advice, support, information for them, their families, their carers and the professionals who work with them.
101 Pentonville Road, London N1 9LG
Telephone: 0845 127 0060
Textphone: 0845 127 0062
E-mail: info@sense.org.uk
Website: www.sense.org.uk

Sense Cymru
Tŷ Penderyn, 26 High Street,
Merthyr Tydfil CF47 8DP
Telephone: 0845 127 0092
Textphone: 0845 127 0091
Fax: 0845 127 0092
E-mail: cymruenquiries@sense.org.uk

Text Relay
Text Relay is a national telephone relay service that connects deaf, deafblind, deafened, hard of hearing and speech-impaired people with hearing people anywhere in the world.
Telephone helpline: 0800 7311 888
Textphone helpline: 0800 500 888
Fax: 0151 709 8119
E-mail: helpline@textrelay.org.uk
Website: www.textrelay.org

Wales Council for Deaf People
Glenview House
Courthouse Street
Pontypridd
Rhondda Cynon Taf
CF37 1JW
Telephone: 01443 485687
Textphone: 01443 485686
Fax: 01443 408555
E-mail: wcdeaf@freenet.co.uk